



STATE OF CONNECTICUT
NEWS RELEASE

Consumer Counsel Elin Swanson Katz

FOR IMMEDIATE RELEASE

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**CONSUMER COUNSEL URGES CUSTOMERS TO TAKE
ADVANTAGE OF STORM-RELATED CREDITS**

(November 9, 2012-New Britain, CT) - Consumer Counsel Elin Swanson Katz is encouraging cable customers to contact their service provider if they qualify for a loss of service credit as a result of Hurricane Sandy.

Connecticut law, Conn. Gen. Stat. § § 16-331i and 16-331w, provides a credit or refund to cable subscribers who experience a service outage for more than twenty-four continuous hours in “an amount that represents the proportionate share of such service not received in a billing period, provided such interruption is not caused by the subscriber.”

Customers should call or email their cable service provider to request this outage credit and not assume it will be granted automatically. “If you were out of service for over twenty-four hours, you are entitled to a credit, and should absolutely claim it,” Consumer Counsel Katz said.

The Office of Consumer Counsel (OCC) has been focused on storm-related issues and investigations for over a year now. “The cost of such an event adds up, and since Connecticut residents have the chance to realize a savings, we want to make sure they are aware of this opportunity,” said Katz.

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The Office of Consumer Counsel (OCC) is the State of Connecticut’s advocate for all utility ratepayers. OCC seeks to ensure just and reasonable rates and reliable utility service for customers of Connecticut’s electric, gas, telephone, and water utilities and reasonable protection for cable television customers. For more information, visit www.ct.gov/occ.